

Lettings Officer

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

The lettings team form part of the regional housing teams. As part of the lettings team, you will work in collaboration with regional Housing and repair colleagues to deliver customer excellence, providing a performance driven, customer focused empty homes and lettings service, which maximises our income, minimises revenue losses and allocates and occupies our empty home quickly.

You will deliver a service in line with policy and procedures and to agreed performance standards in a professional, empathetic, polite, courteous, and hard working as well as proactively resolving issues when they find them, in a compliant, safe and efficient manner.

Collaboration with internal teams will be essential in your role, as you work together to enhance resident satisfaction and ensure a seamless and integrated approach to service delivery. You will also work to identify properties for disposal or to find solutions for properties that are hard to let.

You will support and maintain external relationships with key partners including Local Authorities, Boroughs making sure we remain compliant with nomination agreements, and regional statutory and voluntary agencies.

The location

You'll be based at one of our main offices.

What you'll be doing:

- Provide an effective lettings service achieving high customer satisfaction in line with policy and procedures.
- Maintain administration systems and accurate records and prepare regular returns and reports as required.
- Advertise and market empty properties, shortlist applicants and co-ordinate pre moving out visits.
- Liaise with regional and other internal teams to ensure properties becoming void are processed as quickly as possible ensuring repairs and safety checks are completed in the minimum time, and within agreed targets.
- Ensure income is maximised through rent and service charges payments in advance, by providing customers with all the information they need. Ensure all identification documentation is provided prior to tenancy start date, undertaking relevant eligibility assessments as appropriate.
- Contribute to development and implementation of local marketing strategies and liaise with Housing Management in the marketing of difficult to let properties developing and promoting lettings incentive schemes and maintaining waiting lists.
- Provide advice to customers on a range of issues such as Choice Based Lettings and housing options - signposting to other support where needed e.g. welfare benefits advice, social services etc.
- Respond to enquiries and complaints about service provision in a prompt, professional and courteous manner.
- Assist with enquiries and complaints from Cllrs, MP's and HOS.
- Supporting processes to start and terminate tenancies.
- Work closely with Development Teams to ensure new build homes are let as efficiently as possible.
- Working in conjunction with the Risk Management framework, encompassing Health and Safety, Data Protection and demonstrate effective controls and compliance with all statutory, regulatory and policy requirements relating to the management of the business.
- You will maintain a good working knowledge of current legislation, available technology, data protection changes, regulatory framework, and best practice, understanding the implications this has on service, where there are specific service/financial implications.

What you'll need:

- Proven experience of following processes, using initiative, and delivering excellent customer service
- Meets targets and deadlines, able to prioritise workloads and work under pressure showing persistence and determination when setbacks occur.
- Ability to work effectively as part of a team.

- Excellent communication skills, with the ability to communicate clearly, accurately, and effectively using various communication channels.
- Effective interpersonal skills and the ability to work collaboratively with stakeholders.
- Understand need for continuous improvement and ability to contribute to review of policies and procedures and play a role in embedding any changes.
- Ability to learn and effectively use multiple IT and communication systems.
- Ideally you would have some experience of Local authority waiting lists, choice-based lettings schemes but this is not essential.
- Be available and willing to travel to Group offices when required and attending in person stakeholder meetings.
- Ideally you will be accredited to Level 3 CIH (Chartered Institute of Housing) qualification.

Other

- Post holder will be required to work from other company locations (the cost of travel may be subject to tax)
- Able to work flexibly to meet customer and business needs including occasional evening working.